

# The Health Care Monitor

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## TRICARE Northwest

### Wellness fair attracts more than 1,000 attendees

By: Ms. Sharon Ayala,  
MAMC Public Affairs  
Photos By: Susie Stevens

FORT LEWIS, WASH— The 2002 Winter Wellness Fair was held Oct. 31 at the Fort Lewis Cascade Community Center. The event, sponsored by the Health Outcomes Management Division at Madigan Army Medical Center, attracted more than 1,000 attendees.

"When the doors opened at 7:30 a.m., there were people in line waiting to get in," said Pam Birgenheier, chief, Outcomes Management Division.

This year's fair was a precursor to National Diabetes Month, which is recognized during the month of November. So, in addition to flu shots, fair goers were able to take advantage of comprehensive foot examinations, diabetes



2002 Wellness Fair held Oct. 31 at the Cascade Community Center, Ft. Lewis, Wash. drew over 1,000 participants and offered free screenings along with flu and pneumonia shots.

screening questionnaires, stroke and depression screenings.

Roy McIntyre was glad his neighbor told him about the fair, otherwise he said, he wouldn't have known about it.

"We have a friend who is a diabetic who told us this was going on," McIntyre said. "I'm glad I came."

As part of the Health Outcomes Management Initiative at Madigan, a new attraction was added to the fair this

year. The Point of View survey (POV) is a handheld device that allows patients to answer questions about their overall health to the type of service they received during their last office visit. A copy of the survey is then forwarded to the patient's primary care provider and another copy is placed in their medical record.

"We had many compliments about the POV

*(Continued on page 6)*

## TRICARE Northwest's "re-engineered" surveillance plan

By: Deana Swiger  
Office of the Lead Agent  
Alt. Contracting Officer Rep.

**MADIGAN ARMY MEDICAL CENTER**—Federal employees who monitor TRICARE Northwest Managed Support Contractor activities will benefit from recent improvements to the process of conducting surveillance engineered by the Regional Contract and Compliance Workgroup.

The workgroup, comprised of representatives from Office of the Lead Agent, Military Treatment Facilities, Health Net Federal Services, and TRICARE Management Activity, has succeeded in developing an efficient and manageable way in which to effectively monitor contract compliance using web-based applications. Thanks to months of long and tedious work by the workgroup, a comprehensive

automated surveillance plan was developed and contract surveillance reports were also automated to simplify their completion, sending and retrieval from a desktop computer.

The surveillance plan assists in identifying early and eliminating potential problems. The surveillance plan undergoes constant maintenance as a living document to incorporate frequent changes to meet regional requirements, using a computer application customized to ensure real-time assessment of the contractor's performance. It also includes a matrix depicting trends and goals in relation to all surveillance measures. The automated plan provides a method for updating to reflect changes to the contract quickly and efficiently.

The re-engineered TRICARE Northwest surveillance plan includes these enhanced features:

- Easy access region-

wide via Office of the Lead Agent's intra net site.

- A measurement tool to monitor trends and progress that incorporates past performance information in to the assessment currently being conducted.

- Color-coded indicators to simplify measurement of performance level of compliance.

- Web-Links providing direct access to specified contract reference listed within the surveillance plan, as well as a link to the TRICARE Manuals website.

- Surveillance areas are now listed by category such as Beneficiary Services, Contract Administration, and enrollment to help focus attention on a few specific performance areas.

The performance indicator categories are as follows: Current surveillance results can now be tracked dating back to

Aug. 2002. The committee is currently compiling this historical data to produce a report that will help identify problems, measure success, identify trends, and track items that require additional emphasis or require additional training.

Preparations are now underway to modify the surveillance plan template for the Alaska and Designated Provider contracts also monitored and surveilled by TRICARE Northwest.

If you have specific questions regarding the "Re-engineered" Surveillance Plan, contact Lisette Arroyo-Ortiz (253) 968-3420/email: [lisette.arroyo-ortiz@nw.amedd.army.mil](mailto:lisette.arroyo-ortiz@nw.amedd.army.mil) or if you have general questions regarding contract surveillance, you may contact Deana Swiger at (253) 968-1546/email: [deana.swiger@nw.amedd.army.mil](mailto:deana.swiger@nw.amedd.army.mil)

### Sample of the new color coded surveillance plan

Exceptional (Purple = 5):	Performance exceeds contractual requirements. Few problems existed of which the contractor's corrective actions were highly effective.
Very Good (Blue = 4):	Performance somewhat exceeds contractual requirements. Some problems existed of which the contractor's corrective actions were effective.
Satisfactory (Green = 3):	Performance meets contractual requirements for the contract criteria stated.
Marginal (Yellow = 2):	Performance does not meet some contractual requirements. Serious problems exist of which the contractor has not identified corrective actions.
Unsatisfactory (Red = 1):	Performance does not meet most contractual requirements and recovery is not likely in a timely manner.

## Regner works towards optimization of health care

By: **McChord TRICARE Office**

### **MCCHORD AIR-FORCE BASE**

Col Steven H. Regner's dedication to military excellence began while serving in the Army in 1971. The pride and inspiration to serve was kindled early in his life as the proud son of an Air Force physician, Col Mathias Regner. Throughout his life, the flame grew strong and became the driving force behind Col Regner's unprecedented desire to serve his country with honor.

With a Bachelor of Science from the University of Tennessee, Col Regner was offered an infantry commission in the U.S. Army but opted

to continue serving as an Army reservist while achieving a Masters in Public Health from his alma mater. After attaining his graduate degree, he re-ignited his passion to serve with the men and women of the armed forces and applied as a Medical Service Corps (MSC) officer in the U.S. Air Force. In 1977, Col Regner received his commission as a MSC and began the conquest of a profession requiring flexibility and diversity in order to be successful. Col Regner's list of diverse experiences includes being selected for an education with industry fellowship with INOVA Health Systems in Fairfax, VA, serving as the administrator and the commander of

medical support squadrons at Hill AFB, Utah, and RAF Lakenheath, England, and as a medical inspector, HQ Air Force Inspection Agency, Kirtland AFB, evaluating Air Reserve Component medical operations.

This conquest is no small feat and resulted in his present position as the Commander of the 62d Medical Group, which is responsible for serving more than 38,000 beneficiaries. Col Regner talked about his thoughts on being a commander and summed it up with: "The Air Force takes very good care of its people. I enjoy the quality of life, opportunities for travel and progressively more challenging jobs as a medical commander in

charge of a small medical group headquarters." The present medical readiness tempo is highly driven by the needs of the 62d Air Force. In 1977, Col Regner received his commission as a MSC and began the conquest of a profession requiring flexibility and diversity in order to be successful. Col Regner's list of diverse experiences includes being selected for an education with industry fellowship with INOVA Health Systems in Fairfax, VA, serving as the administrator and the commander of



Col. Steven H. Regner assumed command of the 62d Medical Group at McChord Air Force Base, Wash. June 6.



### **C-17 Globemaster III**

McChord AFB, Wash—The C-17 aircraft first arrived in July 1999 at McChord AFB. The aircraft is operated by the Air Mobility Command at the 62nd Airlift Wing.

(U.S. Air Force Photo)

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every individual working to get each C-17 and all deployable assets mission ready. Included in the list of deployable assets are the men and women of the 62d Medical Group. As the leader of these assets, Col Regner said, "I think I have the best job in the Air Force because I get to take this organization forward. Preparing the Medical Group for deployment is my (continued on page 6)



# National Perioperative Nurses week

Photos by: PH3 Rachel Bonilla  
Naval Hospital Bremerton PAO

In recognition of National  
Perioperative Nurses week  
in November



Registered Nurse Judith Weick surgically cleanses her patient before shoulder surgery.



Registered Nurse Judith Weick talks with MTC Bill McGuire about his upcoming surgery and has him sign the consent form.



Registered Nurse Judith Wieck surgically cleanses a patient before shoulder surgery while HM3 Trapper Hogberg supports his arm.

**Naval Hospital Bremerton**, along with the Association of Perioperative Registered Nurses, saluted this specialized group during the week of national recognition. Perioperative RNs are the professionals who prepare and care for patients before, during, and after a surgical procedure.

The Association of Perioperative Registered Nurses theme this year is "Your Safety is Our Job...We Take it Seriously," which conveys the message that safety is a paramount focus for this nursing specialty.

When faced with the prospect of surgery, it's important that patients are confident they can rely on the skills, knowledge and expertise of perioperative RNs.

## Hiking trip turns into rescue mission for Madigan employee

By: Ms. Sharon Ayala, MAMC  
Public Affairs

**RESCUE NEAR ICICLE CANYON, LEAVENWORTH, WA**—Oct. 4, Jeff Bullock was in the right place at the right time.

The molecular-biologist, who works at Madigan Army Medical Center, and his wife, Jan, were on their way to a hiking site near Icicle Canyon, when something happened that turned Jeff's 40th birthday into an unforgettable experience.

"We were driving on a logging road to the hiking site when we saw a dog behaving strangely," Jeff explained. "We tried to put it in the car with us, but it wouldn't let us. Instead, it continued to follow our car up the road."

About a mile up the road, Jeff spotted another dog behaving similarly. He then noticed that there were binoculars in the middle of the road.

"We began to get a funny feeling about the whole thing," Jeff said. "I just happened to look over the edge of the road and that's when I saw a small truck about 100 feet down."

Without thinking twice, Jeff, Jan and a friend, jumped into rescue mode and made their way down the cliff.

"We could see that one of the tail lights was still on. The cab of the truck was smashed in and the driver was semi-conscious," Jeff said. "It looked as though the truck had hit several trees on its way down."

The driver, according to Jeff, was in bad shape.

"He was pinned up against the steering wheel. His neck and shoulders were pretty smashed and he kept saying that he wanted to lie down," he said.

Realizing there wasn't much they could do, Jeff and Jan tried to provide as much room as

from sliding further down the cliff while they used the jaws of life to extricate the motorist.

Rescue personnel from Leavenworth's Fire District 3, Cascade Medical Center, U.S. Forest Service and the Chelan County Sheriffs office responded to the scene.

Chief Doug DeVore, Fire

District 3, said "The people that reported it played a huge role in helping," DeVore said. "If it hadn't been for them having a funny feeling, seeing what they saw, it might have been worse."

The Madigan employee of eight years doesn't believe he did anything that warrants being called a hero.

"I just did what any other person

in the same situation would have done," Bullock said.

The dogs, it turned out, belonged to the injured man and were taken to the man's home.

The patient is still recovering at a local hospital in Seattle, Wash.

Since the rescue, Bullock said that he has called the hospital a few times to check on the patient.

### MOUNTAIN RESCUE



Washington Mountain Rescuers respond to about 12 emergencies a year in the vicinity of Icicle Canyon. (Photo courtesy of: Mountain Rescue Website).

possible around the injured man's head. They broke out the back window so they could free one of his arms to restore the blood flow to it.

While Jeff and Jan stayed with the man, their friend hiked back up the cliff and called for help.

According to an article printed in the *The Leavenworth Echo*, rescuers had to chain the frame of the truck to trees to prevent it

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is my priority. This is really a new priority and 100% are now potentially deployable.” Although it’s an unrelenting task, Col Regner considers it a privilege and a pleasure to be the driving force behind the medical warriors of today and tomorrow.

Col Regner is married to the former Jodi Morgan of Pikeville, Tennessee. Col and Mrs. Regner have two children, Matt and Erin. His son Matt is a computer network engineer and his daughter Erin is writing her first European travel guide.

(Continued from page 1)

the diabetics who completed the Problem Areas In Diabetes (PAID) survey and received immediate feedback and attention to their needs,” Birgenheier said.

By the end of the day, more than 550 fair-goers

had received flu shots, 125 people were screened for depression, and 250 people were screened for stroke symptoms.

“People came for the flu shot and ended up getting so much more in a relatively short time,” Birgenheier said.

## Flu season is here: Preventing illness is half the battle

By: Naval Hospital Oak Harbor Reporter

Those eligible for the vaccine are retiree’s, their family members and active duty family members. Active duty personnel will receive the flu shots via their individual command.

In previous years, individuals at high risk for complications from influenza were targeted early for immunization. This was partly done to ensure that these individuals had ample opportunity to receive the shot before supplies dwindled. However, this year we have enough vaccine for everyone, so those individuals at higher risk will receive their vaccine during the normal shot clinics at the VFW.

The Center for Disease Control and Preven-



While visiting Fort Wainwright, Alaska in October Western Regional Commander and Lead Agent for the TRICARE Northwest Region, Brig. Gen. Michael A. Dunn, inoculates Bassett Army Community Hospital Commander, Col. Bryan Gamble, against the flu in support of preventive medicine. (U.S. Army photo by: Sgt. Robyn Baer, Fort Wainwright PAO NCOIC)

tion highly recommends the following groups of people receive the vaccine each year: All those over 50 years or between 6 months and 24 months old, those who have required regular medical follow-up or hospitaliza-

tion during the preceding year because of chronic metabolic diseases (including diabetes mellitus) or renal dysfunction, those with chronic disorders of the pulmonary or cardiovascular systems (including asthma), health

care workers, children on long term aspirin therapy, residents of long-term care facilities, women in the second or third trimester of pregnancy, emergency response personnel, and household contacts of any person listed here.

Influenza is a serious disease characterized by fever, chills, muscle aches, headache, cough, and sore throat. Although some people are more at risk, anyone can contract influenza. Many people are hospitalized every year with influenza and thousands of people in the United States die each year from influenza-related illnesses.